

## Questions for Consideration when Seeking a Provider

### Quality



- Does this Provider have a top rating from the Local Management Entity?
- Does this Provider have a good rating for Consumer Satisfaction?
- Has this Provider ever had a suspension (after investigation) by the Local Management Entity?
- How long has this Provider been in business?
- Have there been Incident Reports made against the Provider?
  - If so, what level of incidents?
  - If so, how many Incident reports were made against the Provider?
    - How does this compare to other agencies dealing with similar target populations, client size, and services?
- What is the Agency's philosophy about Recovery "Do you believe in Recovery?"

### Person Centered Plans

- To what extent are parents and other family members involved in their Plan and care?
- How are the consumers, family member(s), and other individuals allowed to share information?
- What level of information sharing amongst the parties involved is the Person Centered Plan developed?



### Service Array

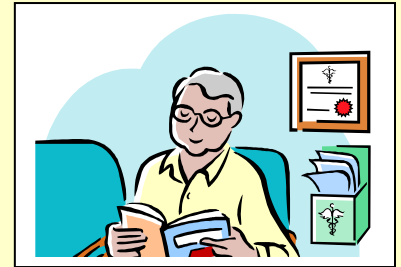
#### *If Medication is chosen as an aspect of your Person Centered Plan*

- Are medication management appointments held with a Psychiatrist?
  - If all appointments are not held with a psychiatrist, then how many appointments are scheduled with the psychiatrist?
- How long do medication check-ups usually last?
- Who do I need to contact about issues I might be having with my medication?
  - Will the Psychiatrist be able to return my call in a timely manner?
  - If the Psychiatrist doesn't return my call, will medical staff consult the doctor and return my call about the issue in a timely manner?



## Appointment Times

- What is the wait time for access to the different services you offer, as needed, such as: group counseling, individual counseling, providing medication, etc.?
- How long are the first visit appointments?
  - How long are the follow-up medication management appoints.
  - Are the follow-up appointments held with a Psychiatrist?



## Service Needs

- I need a service that your agency does not offer, so who would you recommend I contact in the area to receive the necessary services?
  - Will this other agency accept my insurance?
  - Do they have a sliding scale fee or other resources/grant funding available to assist with the cost of services?
- While waiting in the waiting room for your appointment, have you noticed appropriate signs posted
  - Consumer Rights posters.
  - Who to contact at the Local Management Entity if you have any complaints or concerns?
  - Who to contact at the Division of Mental Health, Developmental Disabilities and Substance abuse Services with any complaints
  - Are the Provider Ratings posted in the waiting room?
  - Are there other important and relevant postings that have contact information?
- If you are a recipient of services, have you been provided with an orientation that included (at a minimum) information about:
  - Program description
  - Program activities
  - Eligibility requirements
  - Transition/discharge requirements
  - Hours of operation
  - Fees
  - How and purpose of assessment
  - Treatment planning
  - Grievance procedure
  - Local Program Director
  - Privacy statement and more
- Does the provider have a Consumer Handbook?
  - If yes, will I be provided with a copy of the Consumer Handbook?

